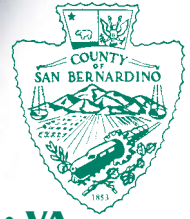


Human Services onnection



CN • DAAS • PSD • DBH • DCS • DCSS • PERC • PH • TAD • VA

Administrator's Message



Carol Anselmi

I want to begin with my thanks for everything you all did to help us through some rough times in 2003. Thank you for the many extra hours you put in helping people at the shelters during and after the wildfires. I would also like to offer a special thanks to **Animal Control and Environmental Health** of the **Public Health Department**; the **Department of Behavioral Health's (DBH) counseling team**; **food stamp workers**; the **social workers** and **everyone who supported their efforts**.

Thank you also for your donations to assist our employees who lost their homes. Thank you for all the work you did without the benefit of adequate staffing and the improvements you have made in quality. Thank you for your dedication to your job and to the citizens of this County. I hope 2004 brings good things to every one of you.

The County Budget

It is often difficult to write a newsletter and be relevant when you write it two months before it is issued. And with the interesting times in California politics, I don't want to try to make any predictions this early in the budget cycle. Generally the state budget passed in June (July? August?) does not look much like the Governor's January proposed budget. It does, however, give us an indication as to where the budget battle will be fought.

Reducing Prenatal Drug Use

On another subject, a number of HSS staff, doctors and non-profits have been developing a program to reduce perinatal drug, alcohol and tobacco use. The research behind this program is amazing, including some very telling brain scans that show how drug abuse can affect a child's brain. I thought I would share some of the information from the research with you.

A national pregnancy and health survey showed that 7.4% of pregnant women use illicit drugs, 18.8% alcohol and 20.4% tobacco. The effects of this drug usage on the unborn child can include:

- * low birth weight,
- * central nervous system problems,
- * mental retardation,
- * hyperactivity,

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Administrator's Message
Continued from Cover

- * developmental delays,
- * behavior problems
- * and speech/language dysfunction.

While effects may not show up in newborns, they can begin to appear in the older child. Behaviors in older children traced to drug exposure include:

- * depression,
- * anxiety,
- * thought problems,
- * social problems,
- * distractibility,
- * aggressive behavior and
- * impulsive behavior.

Did you know that tobacco had a three times greater impact than cocaine on predicting low birth rate?

The message I hope you share with family, friends and clients is that early prenatal care and getting help for drug, tobacco, or alcohol use can make a great difference in a child's life. We all want what is best for our children. They are our future. ■

Bonnie Konnowitch Farewell



Bonnie Konnowitch

Congratulations and farewell to Connection contributor Bonnie Konnowitch. She has accepted a position as Director of Foundation and Corporate Relations at Scripps College in Claremont.

Human Services Connection News Deadlines and Publication Dates

First Quarter

News DeadlineJanuary 5
Publication Date March

Second Quarter

News DeadlineApril 7
Publication DateJune

Third Quarter

News DeadlineJuly 7
Publication Date September

Fourth Quarter

News DeadlineOctober 6
Publication DateDecember

**Published quarterly by San Bernardino County
Performance, Education and Resource Centers
Community Relations Office**

504 North Mountain View
San Bernardino, CA
92415-0038

Editor

Monique Thomas
Assistant Communication Specialist

Layout and Design

San Bernardino County
Printing Services Department
Roddy Padilla
Silvia Schreiber

Editor's Corner



Monique Thomas

Thank you...

Power is the ability to do good things for others.
-Brooke Astor

When I created the Everyday Employees...Extraordinary Work section (see page 6) of the newsletter, I wanted to provide a means to highlight employees who go above and beyond to provide public service to the community. There was no better of example of everyday employees performing extraordinary work than during the devastating wildfires of last fall. HSS employees came together to assist those in need by providing valuable service and information. Employees also collected over \$4,000 in cash, gift certificates, and household goods.

This assistance did not go unappreciated. Fire victims expressed gratitude in the form of letters, cards, phone calls and emails. The following letters are just samples of the overwhelming thanks. ■

Monique Thomas
HUMAN SERVICES SYSTEM

January 8, 2004

I wish to express my sincere appreciation and say, "Thank You", to each and every one of you, for your support, understanding, contributions and prayers provided to me during the last few difficult months.

It was so comforting to know that during this time of loss, I was never alone and because of your unselfish and generous acts of kindness, I am able to get my life back together again so quickly.

I am blessed to work with people like you, who "rise to the occasion" when one of us is in need.

*Forever grateful,
Sheila Gann
Department of Children's Services*

January 2004

With our most sincere appreciation for the kindness and all the help you provided for our family with cash cards, clothes and food.

*Thank you,
Martha Vasquez, Lisa Colacion & their families
Transitional Assistance Department (TAD)*

Ethics

Did You Know...?



Jim Pesta

In this article, I would like to highlight four avenues of contact and some of the valuable information resources the County offers:

Auditor/Controller-Recorder's Fraud, Waste & Abuse Hotline

The hotline is aimed at deterring, detecting, and investigating fraud, waste and abuse. Theft, embezzlement, bribes, kickbacks, conflicts of interest, misuse or unauthorized use of County equipment are just a few examples of misconduct that should be reported. Their contact information is:

Fraud, Waste & Abuse Hotline
P.O. Box 6789
San Bernardino, CA 92412-6789
(909) 38FRAUD [(909) 383-7283]
Email: fhl@acr.sbcounty.gov
Log On: <http://www.co.san-bernardino.ca.us/acr/hotline.htm>

Human Resources Department

The mission of the Human Resources (HR) Department is to maintain and build a healthy, proactive and highly skilled workforce, committed to excellence, that reflects the diversity and talent of our community.

The **Employee Relations Division** provides quality employee relations services including grievance administration. The **Equal Employment Opportunity Division** provides competent, impartial investigations of complaints of discriminatory or sexually harassing treatment occurring within the workplace. The HR Department offers a wealth of resources and contact information via their Internet and Intranet (Countyline) sites. Their general contact information is:

Human Resources Department
Civic Center Building
157 West Fifth Street, First Floor
San Bernardino, CA 92415-0440
(909) 387-8304
Log On: <http://www.sbcounty.gov/hr/>
<http://countyline.co.san-bernardino.ca.us/hr/>

District Attorney's Public Integrity Unit

The Public Integrity Unit, which is comprised of an attorney and an investigator, handles complaints involving public officials. Some types of issues might involve: The illegal use of campaign funds; residency violations; and, open meeting/Brown Act violations. The Unit will take anonymous complaints and all complaints must be submitted in writing. Their contact information is:

Frank Vanella
Public Integrity Unit
District Attorney
316 N. Mountain View Avenue
San Bernardino, CA 92415-0004
Email: fvanella@da.sbcounty.gov
Log On: http://www.co.san-bernardino.ca.us/da/public_integrity/form.asp

Ethics Resource Office

While not designed to be an investigative function, the Ethics Resource Office (ERO) has a three-fold purpose:

- * Information – Communicating codes of conduct and ethics.
- * Education – Supporting and ensuring employees know ethical expectations for public service.
- * Assistance – Advising and assisting staff on matters of ethics and conduct, recommend policies, procedures and codes that improve the County's ethical climate.

The ERO hosts a robust Intranet site on Countyline with valuable tools such as the County Code of Ethics, the Ethical Decision-making Process, and the Gift Decision Reflection Process as well as Conflict of Interest information. Inquiries and concerns can be anonymous and may be submitted in writing (by mail or email) and by telephone. The contact information is:

Jim Pesta
Ethics Resource Office
Performance, Education & Resource Centers
504 N. Mountain View Avenue
San Bernardino, CA 92415-0038
Email: jpesta@hss.sbcounty.gov
ethics@hss.sbcounty.gov
(909) 381-7960
Log On: <http://countyline.co.san-bernardino.ca.us/Ethics/>

If you have an issue or concern you'd like to discuss or possibly bring forward, please contact one of the resources mentioned in this article.

If you're not sure whom best to contact, or if you're feeling hesitant about bringing an issue forward, contact me directly. I'd love to hear from you! ■

Jim Pesta
ETHICS RESOURCE OFFICER

Department of Children's Services / Special Services



Carlos Cervantes

The glow of the holiday season has passed, but the warmth of people's generosity still lingers. *The Buck of the Month We Care Club* is comprised of senior citizens who reside in a Fontana senior living complex. These devoted senior citizens make and collect clothing and stuffed animal throughout the year for the foster children of San Bernardino County. They honored our children with over 300 holiday gifts.

For the 12th straight year, the Zonta Club of San Bernardino donated a carload of gifts for foster children. There were also other organizations and countless individuals whose generosity was likewise appreciated.

Our New Year started out with a bang. On Saturday, January 24 another successful *Taking Care of Business Day, (TCOB)* Foster/Adoptive recruitment event was held. It was one-stop shopping at

this special quarterly event to assist families in obtaining a foster home license. There was an orientation, finger printing, TB testing, paperwork assistance, training class scheduling and a free lunch! It was a great event!

On January 29, Special Services hosted the **Southern Area Trainers and Recruitment Network (SATARN)** meeting. There were five Southern California Counties represented at this quarterly meeting. The agenda included a guest speaker and the exchange of program information with other counties. The information pertained to recruitment and training of Foster/Adoptive Parents.

We still have six Foster/Adoptive Parent Orientations per month, throughout the county. If you are interested in attending, give us a call at 1-800-722-4477 or 891-3300 for an orientation schedule. A child will be glad you called. ■

Carlos Cervantes

RECRUITER, FOSTER/ADOPTIVE PARENT
(909) 891-3583



Gloria Parras, shelter care coordinator (and FFA) collects some of the many donated gifts from The Buck of the Month We Care Club.



The Buck of the Month We Care Club

FREE TRAINING!!!

How would you like to win a FREE one-day class at the Performance Education Resource Centers (PERC)?

Each quarter, I will randomly select an employee number and place it somewhere in the newsletter. The number could appear in article. If you identify your employee number, contact me (Monique Thomas). I will send you a certificate good for a free one-day course at PERC.

Everyday Employees... Extraordinary Work

Continued on next page

* *We extend our congratulations to the following dedicated employees* *

Service Pins

The following employees received service pins at the Board of Supervisors meeting held on Tuesday, December 16, 2003. Each employee has served the County for 20 years or more. ■

40 Years of Service



June Hibbard, Public Health

35 Years of Service



Vicki Burley, DCS



From left to right: **Martha Allen**, DCS; **Karen Butler**, DCS.

25 Years of Service



From left to right: **Peggy Dub**, DCS; **Jeanine Chenault**, PDD.

***Not Pictured: Louis Hodnett, DBH, 30 years; Herlinda Morales, PH, 30 years; Jestine Nasby, DCS, 30 years**

20 & 30 Years of Service



From left to right: **Dena Diaz**, TAD; **June Thrailkill**, DAAS.



Strive for excellence

Everyday Employees... Extraordinary Work

Public Service Recognition

Darlene Lee

San Bernardino County veterans have an ally in Darlene Lee, who works as a Veterans Service Representative for the Veteran's Affairs department.

Lee cares about the welfare of her customers. She always puts forth an extra effort to ensure that they are informed about the benefits and services available to them. She has worked to develop a community resource list for the department and has helped set department policy for referrals and the distribution of bus passes to the public. On numerous occasions, she has also coordinated the department's involvement with other organizations to improve services to homeless veterans.

Lee is always courteous and professional. Because of her willingness to take on additional responsibilities, she is an example to staff. Darlene Lee's commitment to public service is not limited to her work at the County. She has also been involved with *Habitat for Humanity* and *Senior Buddies*. Her high ethical standards are a credit to herself and reflect positively on Veteran's Affairs and the County of San Bernardino. She has been with HSS for over 17 years and has worked with Veteran's Affairs for 2 ½ years.

Celia Nava-Gomez

As the receptionist for Department of Aging and Adult Services (DAAS) Administration, Celia Nava-Gomez is often the first person that customers come in contact with for help.

In her position, Nava-Gomez fields all incoming phone calls and assists customers at the front counter. DAAS frequently receives compliments about her helpfulness and kindness. Nava-Gomez's positive disposition is not limited to interactions with the public. She is also a team player who works very well with co-workers. In fact, one DAAS employee commented, "it is a pleasure to work with her."

Nava-Gomez is well organized in her projects and duties. She was instrumental in working on the DAAS Clerical Handbook. She also works with SAMS, DAAS' Social Assistance Management System client database program.

Nava-Gomez is a member of the County Women's Network (CWN). Outside of work, she is involved with her church and enjoys walking. She is married with two children. Celia Nava-Gomez worked at DAAS for over six years.

Employees of the Month

Claudia Manzo (January)

Loyalty, dedication and enthusiasm are the words that best describe Claudia Manzo. She began her County career in February 1999 as a Fiscal Clerk I with the Jobs and Employment Services Department (JESD). By December 1999, she promoted to Fiscal Clerk II with the Program Integrity Division (PID), and in October 2001, she promoted to Supervising Fiscal Clerk I with Human Services System Auditing.



As supervisor of HSS Auditing's collections unit, Manzo is responsible for balancing intake and preparing the daily bank deposits. She ensures that all tax intercept procedures follow state and federal guidelines.

Manzo's bilingual skills enable her to explain the collection process, and assist Spanish-speaking clients in setting up monthly payment schedules. She also assists in taking over-the-counter payments. No matter how irate the customer, Manzo is always polite, calm and helpful. She conducts herself in a professional manner and leads by example.

Manzo supervises a staff of five fiscal clerks. She has become a mentor and friend to those she supervises. She provides each of her staff members with positive feedback and constructive criticism. Her staff feels comfortable approaching her with problems or suggestions. Claudia Manzo strives to promote teamwork. She is well known for her pleasant disposition and helpfulness to customers and others within the department.

Manzo also works as a realtor part time. She was born in Southern California and has spent the last fifteen years living in San Bernardino. She has a six-year old daughter.

Susan Melanson (February)

Assistant Children's Network Officer Susan Melanson has been a long time advocate for children and children's issues, which has contributed to her great work at Children's Network. She began her career with San Bernardino County in 1986 as a Field representative for Fourth District Supervisor Larry Walker. Melanson joined Children's Network in 1998 as Assistant Children's Network Officer.

The Children's Network serves as the Child Abuse Prevention Council for San Bernardino County, and thanks to Susan Melanson, San Bernardino County now has one of the most successful Child Abuse prevention campaigns in California. She has provided the leadership in developing the Network's annual "Shine a Light on Child Abuse" breakfast. The Breakfast recognizes outstanding individuals who go above and beyond the call of duty in their efforts, to prevent child abuse and neglect. Over 500 people attend the breakfast every year. Also, thanks to Melanson's efforts over 250,000 pieces of child abuse prevention materials are distributed every year through the over 130 partner agencies in the child abuse prevention campaign.

Melanson coordinates the Children's Network Annual Conference, and attendance at the Conference has grown to over 800 attendees thanks to her efforts to market the Conference statewide. She also serves as Co-Chairperson of the four community based collaborations through Children's Network and the First Five Commission. Melanson is on the board of CASA, the Court Appointed Special Advocates program, the Housing Authority Commission, the San Bernardino and Ontario School Attendance Review Boards, and the Family Solutions Advisory Board. Susan Melanson's tireless energy and dedication make her a valuable asset to Children's Network and the Children of San Bernardino County.

Melanson resides in Ontario with her husband Roger. They have three grown children and nine grandchildren and another due in March. ■



Children's Network Update



Susan Melanson

Children's Network is hard at work finalizing the upcoming **Shine a Light on Child Abuse** awareness campaign. The campaign is San Bernardino County's effort in the national April campaign. The San Bernardino County 2004 campaign adds a new element to the title: Shine a Light on Child Abuse: "*Children Blossom With Love*." This message has been adopted by five Southern California Child Abuse Prevention Councils to deliver one message throughout the region.

On March 30, **Cathy Cimbalo** and **Kent Paxton** will accept a resolution from the Board of Supervisors declaring April as Child Abuse Prevention month. They will give an overview of the campaign and introduce members of the Planning Committee at that time.

During the month of April, Children's Network provides informational and educational materials to individuals and organizations countywide. Last year more than 400,000 pieces

went out through our partnerships with the help of county staff, community organizations and cities that joined in the effort. Materials are again offered to any group or individual equipped to distribute to parents, caretakers, or other adults who are involved with children. With your help, we hope to distribute more than 500,000 this year! Also during the month of April, we will make presentations to many San Bernardino County city councils that wish to join in this important campaign.

The annual Shine a Light on Child Abuse Awards breakfast is scheduled for March 31 at the Doubletree Hotel in Ontario. Many of you nominated individuals for recognition; each year there are a number of excellent honorees recognized for their efforts on behalf of the children in San Bernardino County. More than 500 people attended the 2003 breakfast; you won't want to miss this one! Tickets are available for \$10 each at Children's Network.

We are excited to again host this most worthwhile public awareness campaign. Please join us by participating in the activities and by spreading the word to protect our children! Call us at (909) 387-8966 for information and materials. ■

Susan Melanson
ASSISTANT NETWORK OFFICER

C-IV Update

Implementation year is here! The first release of C-IV makes its debut in **July 2004**. As exciting as that is, there is still plenty of work to accomplish here in San Bernardino.

The C-IV PC rollout actually began December 2003 and will rollout to the districts between January 20 and May 26. **Tim Albin**, your implementation coordinator is heading up this effort.

Your managers and supervisors are conducting change discussion workshops with staff to prepare them for the C-IV changes. The change discussion guides cover many different topics such as office administration, Medi-Cal, CalWORKs and employment services.

Formal training for San Bernardino staff will also begin this year. Your Release 1 training begins on June 14 and Release 2 begins on July 19. Training is mandatory for anyone that will be using C-IV, as you will not be able to perform your job without an understanding of the new system. **John Johnson**, the training coordinator will be scheduling you for the C-IV training.

C-IV Interim Application (CIA) began on January 16, 2004. Fifty **Public Service Employees (PSE's)** and **Program Integrity Division (PID)** staff completed the initial entry of Medi-Cal cases into CIA for the Ontario and Rancho offices. The PSE's will move to other offices to complete all Medi-Cal cases, before entering data into CIA for the other programs. Medi-Cal CWIII's will train continuing Medi-Cal staff to enter data into CIA when changes in the cases occur after the initial entry. Look for the "lavender" sticker on the case. This sticker will let you know that the case is converted to CIA.

You will hear more as we get closer to the September 28, 2004 implementation date, and remember to visit the C-IV website. Until next time.... ■

Ken Doughton
C-IV CHANGE COORDINATOR

Another Successful Season of Celebrations...



Rebecca L. Stafford

It is with great excitement and gratitude that Children's Fund declares the **15th Annual Celebration of Giving Campaign** a tremendous success! While the numbers are still being calculated, I am thrilled to report that all wishes presented were granted, and that smiles did indeed shine as bright as the stars that were wished upon, on Christmas morning! Thanks to the generosity of our County family, local business and community support,

including organizations like **First Five, (who contributed \$25,000!)** we raised a record breaking excess of **\$90,000 CASH!** With this support we were able to buy toys and gifts for the anticipated 30,000 "at-risk" children in need in our communities! This figure included the addition of children residing in our fire-ravaged communities.

As many of you can attest, this accomplishment is no small feat, especially for our full time staff of five, and few temporary employees. It was through staff's sheer determination, dedication, commitment; and unyielding belief that every child deserves the opportunity to wake Christmas morning and experience all the "magical curiosities of childhood", that we were empowered to achieve such greatness this holiday season!

On behalf of the Children's Fund Board of Directors and staff, I want to extend our heartfelt gratitude to our County family, for your continued support. "Thank you" to all the departments who participated in this year's program and for the leadership that their departmental liaisons provided. And a very special "thank you" to the Facilities Management team and Robert Celaya, for their commitment to help us collect the hundreds of toys throughout the County. Since Children's Funds' primary function in this campaign is fundraising and the collection, and distribution of the toys and gifts, we miss out on the opportunity to interface with the children ... the true essence of this campaign. **Thank you for acting as our extended family in the community, and for affording us the true privilege of making the children's holiday season a brighter one, and for the opportunity to plant seeds of hope in their hearts for a brighter tomorrow!**

While Christmas has been our primary focus, supporting our fire-ravaged County has been an ongoing priority. Cognizant of the impact of a deeply troubled economy - state budget crisis, and a nation at war, the Children's Fund Board of Directors allocated \$25,000 to assist families with children suffering from loss related to the fires. Additionally, we have received a \$40,000 grant from

the Los Angeles Times Mirror Foundation, and \$3,000 from the Community Foundation. These contributions will enable us to assist these families on a larger scale, recognizing that their needs in the relocation and rebuilding process have proved to be more expensive and complex than first anticipated. We also have made special assistance available to our County family, providing children are involved.

Our auxiliaries have been busy fund raising this holiday season as well. Bonnes Meres, (which means "good mothers" in French) set an all time record at their recent Holiday Auction, where they raised **\$70,000**, in continuing support of our **Daily Referral Program!** We have truly experienced, yet another blessed holiday season, here at the Fund.

It's hard to believe, I know, but we are shifting gears, and getting all of our "ducks in a row" for **April's 12th Annual Rubber Duck Race!** We are proud to announce that Pharaoh's Lost Kingdom, in Redlands, is our host site for this year's duck'tacular race! Our little feathered friends are going to give "**Indiana Jones**" a real "**swim for his loot**" as the "**Trackers of the Lost Duck**" set out on a **quacky adventure of their own!** Our resident *Duck Diva* will keep you all informed, as the plot continues to thicken, and the secrets of this unique *quest* begin to unfold!

As we chronicle the close of 2003 and embrace the challenges of a new year, I want to thank each of you personally for the privilege of working with you, and for your personal commitment and dedication to the "at-risk" children in our communities. ■

Rebecca L. Stafford
EXECUTIVE DIRECTOR



Commuter Services

Be A Solution to Air Pollution! Join or Form A Vanpool



If you live 40 or more miles round-trip from your worksite, you should consider vanpooling! You put money back in your pocket by not putting those miles on your car. Plus, you don't have to feed your car gas, replace tires or worn out breaks, or pay for oil changes so often.

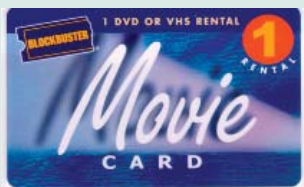
You can enjoy other activities during your commute to work such as:

- * Relaxing
- * Catching up on extra sleep
- * Reading
- * Listening to music
- * Making new friends

If you live in Victorville and work in downtown San Bernardino, we have some vanpool seats open. If you are interested in forming a vanpool from where you live to where you work let us hear from you!

Call **Commuter Services** today to learn more about how you can have more enjoyment going to and from work. (909) 386-9012.

Sit Back and Enjoy A FREE Movie When You Refer Someone to Rideshare



Refer a coworker to rideshare and you earn a FREE Blockbuster® Movie Card good for one FREE video or DVD rental. Make sure the person you refer puts your name on the Rideshare Tracking form and you will receive this card.

It's a win-win for everyone. They save money commuting and you get enjoy a movie of your choice!

Ridesharing is: Walking, bicycling, public transit, carpool or vanpooling.

Walk to Work Week Contest takes Place April 19-23 Earn EHAP Lifestyle Walk Club Points When You Enter

Top Three Winners Will Win One of the Following Prizes:

First Place: \$100 gift card from



Second Place: Sony® Walkman



Third Place: Spa Pedicure from



Look for Entry Forms, or contact Commuter Services 386-9012
<http://countyline/commuterservices>



Quarterly Reporting

Beginning April 1, 2004 reporting for Cash Aid and Food Stamp households will change from monthly reporting to Quarterly Reporting Prospective Budgeting (QRPB). This state-mandated change has required the collaboration of several HSS departments including **TAD, PERC, PDD, ITSD, and PID.**

During the month of January, employees had an opportunity to attend change management trainings throughout the county. These “Open House” sessions helped to better familiarize staff with QR and increase awareness of resources like the QR website.

The first session kicked off at Yucca Valley TAD on January 5. Other sessions were held in San Bernardino, Fontana, Ontario, Redlands, Colton, Rancho Cucamonga, Barstow, Victorville, and Hesperia. Session coordinators raffled a **Treat Yourself Prize** basket to attendees. **Stacey Vredenburg, CWII** of Rancho TAD, won the basket for visiting the QR website and submitting the winning entry describing how the site would help her prepare for QRPB.

PERC conducted a two-day core training for QRPB during the months of January and February. Nearly 700 staff was trained. PDD Program Specialists attended each session to provide clarification and support.

There is also an effort to familiarize HSS customers with Quarterly Reporting. Lead by PDD Program Specialist, **Debbi Deards-Ming**, TAD, PERC, PDD, ITSD, and PID collaborated on a PowerPoint video presentation to increase public awareness. The video is just one of many tools to education the public about QR. It will be shown in the lobbies of TAD offices throughout the county.

Additional information on Quarterly Reporting can be found on the HSS intranet at <http://hssnet/QRPB>.



Employees listen to presentation at Ontario Open House



Employees at Yucca Valley Open House



PERC Trainer Karen Seward-Hall explains information to employees



PERC Trainer Connie Soso prepares employee for Open House

CWN Speaker Presents No-nonsense Guide to Goal Setting

Continued on next page

Using humor and energy, Jonnetta “Coach” Chambers shot straight from the hip with a no-nonsense message on successfully setting and achieving goals at January’s County Women’s Network (CWN) meeting.

To get the audience motivated, Chambers had the audience stand and verbally commit to achieving goals. “Success does not come on a silver platter,” she said, then, had the audience repeat the motto.

Chambers revealed some interesting statistics about attitudes on setting goals: According to the U.S. Small Business Administration Online Women’s Business Center, ninety-seven percent (97%) of the population does not set goals for two main reasons:

1. FEAR (False Evidence Appearing as Real) and
2. The risk that the goal may not be reached (*Women in New Development, Bemidji, MN 4/97*)

Once over the fear of setting a goal, people do not achieve their goals because they set too many at one time. When they fail to achieve these goals, they become discouraged and give up. Chambers suggests achieving success by setting one goal at a time. She took the audience through a series of questions. (See page 13) Chambers also stressed that goals should be specific, focused and clear, “If you can’t explain it, you probably shouldn’t be doing it,” she said.

Near the end of the program, Chambers called three volunteers to the stage for an exercise. She handed each participant a cup and filled it with juice. Next, she added oil to cups. As she did this, she challenged the participant’s commitment to their respective goals. “Why do you think you can accomplish it this time? You haven’t in the past.”

At the end she explained the exercise, “Juice is bold and flavorful, it represents you and the move toward achieving your goal” Chambers said. “Oil separates juice, it represents the barriers and nay-sayers between you and your goals. If you have any ‘oil’ people in your life, minimize your contact with them. What you are doing is important, [and] you have to believe it is important,” Chambers said.

Jonnetta Chambers, M.A., is an international author, keynote speaker, master trainer and success strategist. She is the founding president of Women in Focus FORUM, a Mentoring Business Network for women, men, college students and teen girls. In 2003, Chambers was named Mentor of the Year by the National Association for Female Executives (NAFE), the largest international professional network for working women.

CWN is an organization open to all employees of offices governed by the Board of Supervisors, SANBAG, LAFCO, Superintendent of Public Schools, and the Superior Court of California -County of San Bernardino. For more information about CWN meetings and programs, please go to <http://countyline/cwn/>. ■

I don’t want to be a passenger in my own life.

-Diane Ackerman, Writer



CWN Speaker Presents No-nonsense Guide to Goal Setting

TIPS FOR GOALSETTING SUCCESS

THESE QUESTIONS WERE PRESENTED BY JONNETTA CHAMBERS AT THE JANUARY MEETING.

1. **First, list ONE goal you want to achieve** _____
 - Focus on goal immediately
 - Example: Today, I will begin _____
2. **Why do you want to achieve it?** _____
 - Have vision
 - Be focused
 - Be clear
3. **How will you benefit?** _____
 - Example: In three months, I will have achieved _____
4. **Will this process cost you anything, and will you pay it?** _____
 - Examples:
 - o Time
 - o Effort
 - o Change – In order to be where you want to be, you must change
5. **Are you focused enough/willing to on this goal?**
Yes or No _____
6. **The top three things to help you achieve your goal are:**
 - Examples:
 - o Family support
 - o Classes
 - o Mentoring
7. **Transitions/changes you must get through to achieve this goal are:** _____
8. **Are you oil or juice?** _____

For additional information go to Jonnetta Chambers website at www.AchieveLifeSuccess.com

No Frills Farewell

The Performance Education and Resource Center's (PERC) training team guided Leadership Development Program participants through the last "No Frills" Adventure on November 20, 2003.

After a successful 20-year run, San Bernardino County's leadership program series will begin a new phase of learning and application techniques in 2004. During the life of the program hundreds of San Bernardino County employees took advantage of the "travel" packages that were designed to encourage County leaders to assess and further develop their leadership skills.

Over a period of eight days, the program curriculum covered materials pertaining to **Leadership, High Performance Team**

Leadership, Performance Management, Communications, Time and Project Management and Team Motivation Strategies. The eighth and last class, or "tour", served as an opportunity for participants to apply the learning points advanced during the previous seven weeks. The training team is currently in the process of updating and revising the County's Supervisor, Manager and Leadership training programs.

Look out for the roll-out of our exciting line-up of new Leadership Development programs in 2004! ■

Eugenia Turner
TRAINING & DEVELOPMENT SPECIALIST, PERC

Barstow Homeless Care Fair 2004

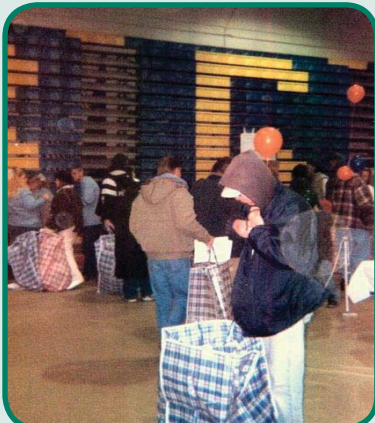
On Saturday January 31, 2004, the Community Action Partnerships (CAPS, formerly Community Services Department, CSD) sponsored the Second Annual Homeless Care Fair at Barstow Community College. Benefiting the High Desert homeless population, the Fair was attended by over 500 people, and provided services including health and dental screenings, eye exams, clothing, employment assistance and complementary breakfast and lunch.

According to Naomi Norman, Fair committee member and CAPS employee, "[The main purpose of the fair] was to provide a day of sharing and caring and offer services that the homeless population would not normally get."

The Barstow Community Partnership Committee was also actively involved with the Fair. "We did not have just one table as we have done in the past," Partnership Committee member John Luther said. "The Community Partnership Committee was more of a disseminator of information and impetus to have our agencies attend."

Six HSS departments participated in this collaborative event including Veteran's Affairs, Public Health, Behavioral Health, Department of Aging and Adult Services, Children's Services and Preschool Services.

Other service providers included the High Desert Homeless Coalition, United Way, American Red Cross, Employment Development Department (EDD), US Veterans of Riverside, and the Lions Club just to name a few. ■



Participants



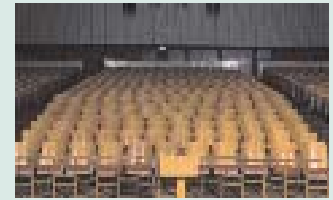
Eye Exam



PSD table at Barstow Fair

Performance, Education & Resource Centers

Continued on next page



Schedule of Classes

Offerings for April – June 2004

The Performance, Education and Resource Centers (PERC) offer classes in the following categories:

- * Professional Growth and Development
- * Technology and Computer Training
- * Job Safety and Health Training
- * Respectful Workplace
- * Management and Supervisory Programs
- * Job Skills and Development

Locations

504 N. Mt. View Avenue, San Bernardino, CA (909) 388-4250

17270 Bear Valley Road, Ste 107, Victorville, CA
(760) 843-5138

PERC Mission Statement

Acting with the utmost integrity and professionalism, the Performance, Education and Resource Center further professional development, promote rich educational opportunities, and create excellence in and among individuals and organizations.

The Performance Education and Resource Center (PERC) is a unique and valuable training and learning center.

With locations in San Bernardino and Victorville, PERC delivers workplace programs and services that help groups and individuals identify and achieve personal, professional and operational goals.

Our staff of skilled professionals develop, coordinate and deliver more than 400 training classes annually, covering such critical workplace topics as customer service, computer skills, diversity, communication and supervision.

PERC also provides consultation and intervention services to employers. Training programs can be customized, or custom developed, to address specific organization goals and can be delivered on or off-site.

Our consultants work with small and large work teams and provide assistance with key organization issues such as strategic planning, meeting facilitation, work process mapping and performance measures.

Important Registration Information

REGISTRATION

- * Pre-registration is required for the classes listed in this announcement.
- * Payment, purchase order, or approved Education Assistance Proposal (EAP) must be received prior to the start of the seminar. When paying by check, make checks payable to San Bernardino County.

TO REGISTER

County employees can register for classes, check their enrollment status, cancel enrollments (at least 5 working days prior to the class date), or request transcripts just by calling the CALL REGISTRAR phone number. Calls can be received from anywhere, at any time between 7a.m. and 9p.m.

- * Call (909) 388-4110
- * Enter your birth date, the last four digits of your employee number and the #key.
- * Follow the instructions from the main menu.
- * If you know the ID# of the class you are interested in, press "1" and go directly to the class information.
- * If you do not know the ID number, you can press "2" for a listing of available PERC classes.
- * ***If you are not an employee of San Bernardino County, please call (909) 388-4250 to speak with our Registration Clerk, who will assist you in the registration process.***

CANCELLATION POLICY

- * Registrants who fail to attend are liable for the entire fee unless they cancel prior to five working days before the first class date.
- * Classes may be cancelled due to insufficient enrollment one week prior to the date of the class.

CLASS DESCRIPTIONS AND SCHEDULES

- * Class descriptions and schedules can be found:
 - o In Outlook: All Public Folders/County Wide Information/Employee Related Topics/County Training
 - o PERC Intranet Site <http://hssnet/PERC/training/frameWholeTraining.htm>
 - o Or call, (909) 388-4250

EEO

The County of San Bernardino is an Equal Opportunity employer. As a covered entity under Title II of the Americans with Disability Act, the County of San Bernardino does not discriminate on the basis of disability and, upon request, will provide reasonable accommodations to ensure equal access to its programs, services and activities.

PERC Training Calendar

Schedule

GENERAL DEVELOPMENT CLASSES

CLASS NAME	DATE	CLASS ID #	FEE	TIME
CPR/First Aid in Victorville	4/6	14957	\$45	8:30-4:30
Memory Magic	4/8	14190	\$85	8:30-4:30
Building a Better You Through EQ	4/28	15192	\$105	8:30-4:30
Managing Your Emotions	4/28	15193	\$105	8:30-4:30
CPR/First Aid	5/18	14958	\$45	8:30-4:30
Test Taking Skills	5/18	15195	\$55	8:30-12:30
Success in the People Zone	5/19	15196	\$105	8:30-4:30
Creating Your Career	5/20	15201	\$105	8:30-4:30
CPR/First Aid	6/3	14959	\$45	8:30-4:30
Service is an Attitude	6/24	15197	\$105	8:30-4:30
Making the Most of Change	6/30	15198	\$105	8:30-4:30

**NOTARY PUBLIC CLASSES WILL BE OFFERED DURING
THIS QUARTER INFORMATION WILL BE FORTHCOMING**

SUPERVISION/MANAGEMENT

CLASS NAME	DATE	CLASS ID#	FEE	TIME
SUPERVISORS				
Fundamentals of Supervision I (5 days)	3/9, 16, 23, 30 & 4/14	15538	\$650	8:30-4:30
Fundamentals of Supervision II (5 days)	4/20, 27, 5/5, 11 & 18	15567	\$785	8:30-4:30
MANAGERS				
Fundamentals of Management I (5 days)	2/26, 3/4, 11, 18 & 25	15535	\$695	8:30-4:30
Fundamentals of Management II (5 days)	4/8, 15, 22, 29 & 5/6	15562	\$745	8:30-4:30

COMPUTER CLASSES

Computer classes will be presented at 504 N. Mt. View Ave., San Bernardino, CA unless otherwise noted.

CLASS NAME	DATE	CLASS ID#	FEE	TIME
PERC				
Introduction to Personal Computers	5/11	14194	\$120	8:30-4:30
TRACK 1 CLASSES PRESENTED BY EXECUTRAIN				
Access 2000 Advanced 2-days	4/27-28	14951	\$175	8:30-4:30
Excel 2000 Introduction	5/5	14952	\$120	8:30-4:30
Word 2000 Introduction	5/11	14953	\$120	8:30-4:30
TRACK 2 CLASSES PRESENTED BY GATEWAY				
Word 2000 Intermediate	4/7	14970	\$120	8:30-4:30
Word 2000 Intermediate in Victorville	4/7	14972	\$120	8:30-4:30
TRACK 3 CLASSES PRESENTED BY QUICKSTART				
Access 2000 Introduction 2-days	4/5-6	15024	\$175	8:30-4:30
Excel 2000 Intermediate	4/20	15025	\$120	8:30-4:30
Excel 2000 Introduction 2-days	5/18-19	15026	\$175	8:30-4:30
TRACK 4 CLASSES PRESENTED BY SOFT-TRAIN				
PowerPoint 2000 Introduction	4/13	14979	\$120	8:30-4:30
Outlook 2000 Introduction	4/21	14980	\$120	8:30-4:30
Access 2000 Intermediate in Victorville	4/21	14981	\$120	8:30-4:30
Word 2000 Introduction in Victorville	5/11	14982	\$120	8:30-4:30
Outlook 200 Introduction	5/20	14983	\$120	8:30-4:30